

**Office of Statewide Health Planning and Development
Request for Offer (RFO) 07-7345
Data Warehouse Maintenance and Support**

For: IT Consulting

You are invited to review and respond to this RFO. To submit an offer for these goods and/or services, you must comply with the instructions contained in this document. By submitting an offer, your firm agrees to the terms and conditions stated in this RFO and your CMAS contract.

Read this document carefully. The RFO due date is: **May 15, 2008 at 3:00 PM**. Responses to this RFO and any required copies must be clearly labeled and submitted by mail or hand carried to:

**John Kriege, Data Asset Manager
Office of Statewide Health Planning and Development
400 R Street, Room 400
Sacramento, CA 95811-6213
Telephone: (916) 326-3980
Email Address: jkriege@oshpd.ca.gov**



April 28, 2008

General Information

1. Background and Purpose of the Request For Offer (RFO)

Purpose: The Office of Statewide Health Planning and Development (OSHPD) is seeking technical resources in the subject area of data warehouse development, maintenance and support to update the OSHPD enterprise data warehouse. Services will be performed at OSHPD's office at 400 R Street located in Sacramento, California. The resources are expected to provide 1,200 hours of work over the period of the contract. The contract term is targeted to begin on or around June 5, 2008, and end no later than June 30, 2009.

OSHPD collects Hospital Inpatient Discharge Data from California's hospitals through its Medical Information and Report Tracking System (MIRCal), and makes this data available for analysis and dissemination through its Data Warehouse. This RFO seeks consulting assistance to modify and automate the extraction, transform, and load (ETL) processes between MIRCal and the Data Warehouse, and perform other support and maintenance tasks.

- a. OSHPD is interested in Contractors who have experienced staff which have developed and maintained systems in similar technical environments and have worked with technical staff and subject matter experts to plan, prioritize, schedule, manage, design, construct, test, and implement successful development and modifications to production data warehouse and business intelligence systems.
- b. Specific requirements are defined in the Scope of Work (Attachment A). All interested firms must be current California Multiple Award Schedule (CMAS) Contractors and meet the requirements specified in this RFO. California Certified Small Business involvement is desired. Contractors must have qualified staff available for this project and begin work on the project initiation date specified in Provision 2, entitled, "Key Actions/Dates" listed on the following page.
- c. OSHPD's primary business function is the collection, validation and dissemination of health care facility data as mandated by the California Legislature. In 2003, following the development of an Information Access Roadmap, OSHPD deployed a technical architecture to support the reporting and analytic needs of business end users, analysts and decision-makers. OSHPD needs to modify and automate part of this architecture to support the health information needs of internal and external information consumers.
- d. The OSHPD Data Warehouse is based on the following architecture, standards, and tools:
 - i. Data Warehouse System Database: Oracle 10g
 - ii. Data Warehouse Architecture: Inpatient (IP) Data Mart, Emergency Department/Ambulatory Surgery (EDAS) Data Mart, Facility Data Mart, Utilization Data Mart (in development)
 - iii. Source Systems: Medical Information Reporting for California (MIRCal), Automated Licensing Information and Reporting System (ALIRTS)

- iv. Business Intelligence tools (for query, analysis, and reporting): Business Objects XI, SAS 9.1.3
- v. Extract/Transform/Load (ETL) tools: Informatica Power Center 8, SQL Server Integration Services 2000

OSHPD's enterprise data warehouse initiative at this time consists of three (3) data marts - Inpatient (IP), Emergency Department and Ambulatory Surgery (EDAS), and Facility. IP and EDAS data marts are sourced from the Medical Information Reporting for California (MIRCal) system that collects similar, but not identical, datasets for each inpatient discharge from California hospitals, and each emergency department and ambulatory surgery encounter in California hospitals and surgical clinics. Facility data mart is sourced from the Automated Licensing and Report Tracking System (ALIRTS). The IP and EDAS data marts both use the Facility data mart as their facility dimension. A Utilization Data Mart, sourced from the facility annual utilization reports in ALIRTS, is currently in development.

2. Key Actions/Dates

Key Actions	Date ¹
Release of RFO	April 28, 2008
Contractor's Conference	May 6, 2008 – 10:00 A.M.
RFO Response Due (Received at OSHPD)	May 15, 2008 – 3:00 P.M.
Anticipated Contract Award	May 29, 2008
Project Initiation	June 5, 2008
Project Completion	June 30, 2009

3. Contractor's Conference

OSHPD will conduct a Contractor's Conference to respond to questions concerning this RFO. Interested Contractors are invited to attend the conference on the date and time indicated above at the following location:

Office of Statewide Health Planning and Development
Healthcare Information Division
ITSS Conference Room (inside Room 387)
400 R Street
Sacramento, CA 95811

¹ All key dates are based on procurement document approvals and issuance of the purchase order for these services. The actual initiation and completion dates of this scope of work will be set at the time the purchase order is issued.

All interested Contractors who plan to attend must notify the Department Contact. All questions must be presented at the Contractor's Conference. Responses to questions received during the Contractor's Conference will be provided in writing to all prospective Contractors within three (3) working days after the Contractor's Conference date. Responses will not be provided to questions received after the Contractor's Conference.

4. RFO Response Requirements

This RFO and the Contractor's response to this document may be made part of the CMAS order documents and the resulting contract. One full copy of your approved CMAS, including the base Contract, and all supplements (e.g., GSA and price-list page) must be provided with the offer.

Responses must contain all information and data and must conform to the format described in this section. Contractor's must provide all necessary information for OSHPD to evaluate the response, verify requested information and determine the Contractor's ability to perform the tasks and activities defined in the Scope of Work (Attachment A) and Cost Worksheet (Attachment B-1).

The Contractor must submit one (1) copy on digital media in MS Word 2003 format; one (1) original and four (4) printed copies of the RFO response to the Department Contact no later than 3:00 p.m. on May 15, 2008. Electronic responses will **NOT** be accepted. Late or incomplete responses will not be considered.

5. RFO Response Content

- 5.1. Final Checklist (Attachment C-1), is provided to ensure all requirements are included in the RFO response.
- 5.2. Scope of Work (Attachment A) – Contractors must submit a response that maps each task/deliverable to the requirements. The response must include:
 - Planning and project management approach, including expected tasks and activities, and a preliminary project plan and schedule;
 - Technical maintenance and support approach, including expected tasks and activities. Include a proposed outline and/or samples of each key deliverable (can provide samples from previous projects);
 - Assumptions, i.e., requirements, risks and expectations, used to develop the offer;
 - Qualifications of the firm including at least two (2) references from previous projects that are similar in nature and scope to this project (reference name, title, company/agency, phone number and e-mail address are required); and
 - Project organization and staffing. Include qualifications of staff including resumes and at least two (2) references for each proposed project staff person.
- 5.3. Cost Worksheet (Attachment B-1) – must detail all direct labor and other costs.

- 5.4. Administrative Requirements: Contractors must include all of the required or applicable items in the following table:

Requirement Item	Requirement Status
Payee Data Record (STD 204)	REQUIRED
Disabled Veterans Business Enterprise (DVBE) Preference	Not Required. However, indicate in your response if you are a Certified DVBE.
Small Business Preference	Not Required However, indicate in your response if you are a Certified Small Business.
List of subcontractors	Your response must identify all sub contractors you intend to use for this project. Provide the subcontractor's firm name, address, contact person, and phone number. Subcontractors are subject to all CMAS terms and conditions.

6. Contractor Minimum Qualifications

Contractor must:

- Be a qualified CMAS Contractor in good standing with the Department of General Services;
- Have experience providing assistance in business intelligence and data warehousing, data management, training and knowledge transfer;
- Have experience and understand OSHPD's technical environment; and
- Contractor must demonstrate understanding of industry standard project management methodologies.

7. Evaluation Process

Selection will be made based on best overall value. RFO responses that meet all requirements for a complete response will be considered "responsive." Acceptable responses will be scored using a two-step method as follows to determine the selected offer.

Step 1 – Each response will be scored based on the technical review factors/criteria as outlined in the following table. The technical review has a possible score of 60 points. Prospective offerors must receive, at a minimum, 35 points to be considered "responsive." Responses that fail to meet the minimum technical score will be rejected. Only the "responsive" offers will be elevated to Step 2.

Cost has a possible score of 40 points. The points will be determined according to the criteria/formula specified in the following table.

CATEGORY AND CRITERIA	POINTS
<p>EXPERIENCE</p> <p>A. Project Management</p> <p>B. Data Warehousing and Business Intelligence</p> <p>C. OSHPD's Technical Environment</p> <p>D. Data Management</p> <p>E. Training and Knowledge Transfer</p>	<p><i>Possible Points: 20</i></p> <p>Maximum points for each identified criteria (A=4; B=4; C=4; D=4; E=4).</p> <p>Points are awarded to offers that adequately address experience and knowledge in areas.</p>
<p>UNDERSTANDING OF SCOPE OF WORK</p> <p>A. Specific Tasks</p> <p>B. Implementation</p> <p>C. Other Support and Maintenance</p>	<p><i>Possible Points: 15</i></p> <p>Maximum points for each identified criteria (A=6; B=6; C=3).</p> <p>Points are awarded to offers that demonstrate an understanding of the work that is to be provided and adequately address the criteria listed for each section.</p>
<p>APPROACH CLEARLY STATED</p> <p>A. Description of the methodology firm proposes for this project</p> <p>B. Project timeline and deliverables</p>	<p><i>Possible Points: 15</i></p> <p>Maximum points for each identified criteria (A=8; B=7).</p> <p>Clearly describes the approach for each of the criteria listed.</p>
<p>REFERENCES</p> <p>A. References were provided for similar engagements</p> <p>B. References supported that previous work met expectations</p> <p>C. References supported that Contractor demonstrated effective communication on issues</p>	<p><i>Possible Points: 10</i></p> <p>Maximum points for each identified criteria (A=3; B=4; C=3).</p>
Minimum score of 35 points must be met on the above criteria.	
<p>COST</p> <p>Example: Low offer : \$100,000, next offer: \$120,000</p> <p>$(120,000 - 100,000) / 100,000 \times 50 = 10$ points</p> <p>50 points – 10 points = 40 points</p> <p>\$100,000 = 50 points; \$120,000 = 40 points</p>	<p><i>Possible Points: 40</i></p> <p>Lowest offer receives the maximum points. Remaining offers are reduced in proportion to their multiple of lowest offer (dollar amount over lowest offer, divided by lowest offer, times maximum points)</p>

- 5.5. The final selection will be based on OSHPD's overall evaluation of the Contractor's written response.

REQUEST FOR OFFER
SCOPE OF WORK
ATTACHMENT A

1. Scope and Description

The Office of Statewide Health Planning & Development (OSHPD) is seeking a Contractor who is a qualified consultant to provide up to 1,800 hours of data warehouse design and development services. The main goals will be to modify the ETL processes between MIRCal and the IP Data Mart, but there are other tasks that integrate with these processes. These are the tasks.

ETL Modifications

- Source the IP Data Mart tables from the MIRCal transaction data base tables.
- Select new or updated records in MIRCal for ETL based on the status and status date in MIRCal
- Schedule the ETL processes to run twice weekly, outside normal business hours
- As part of the ETL process, create the input files needed for the MS-DRG Grouper v25.0, run these files through the Grouper, and extract and load the DRG and MDC values in the IP Data Mart
- As part of the ETL process, run the Social Security numbers in new records through OSHPD's record linkage number (RLN) generator, and load these values in the IP Data Mart
- Perform all other specified transformations
- Include processes to update the status and status dates in MIRCal when ETL is complete

Related reporting processes

- Include processes to produce facility data profile reports with Business Objects, convert these reports to .pdf format files, publish them to OSHPD's web servers
- Modify the existing web application used on OSHPD's website to access ED and AS profile reports, so that it also provides access to the IP profile reports.
- Provide automated email messages indicating that the processes did complete successfully.

Other possible tasks

- Create a new table, IP_As_Approved_Discharge_Fact, in the IP Data Mart schema, to load data from MIRCal without the transformations applied to the rest of the IP Data Mart tables. This table will be used for internal reporting and analysis of the data as it was approved in MIRCal.
- Add objects to the IP Data Mart Business Objects Universe (PDDS2.0) to access the data in the new table IP_As Approved_Discharge_Fact.
- Optimization and other Oracle data base administration tasks.
- Other tasks related to OSHPD's data warehouse and data management program area.

These goals will be met consistent with OSHPD's current Data Warehouse architecture, standards, and tools. This architecture includes scheduled ETL and reporting processes for loading the EDAS Data Mart from MIRCAl, and producing reports for the website, to serve as a model for similar tasks listed above.

Contractor will work with the Data Asset Manager/OSHPD Project Manager, and other OSHPD staff.

Contractor will be required to provide the following services:

a) Planning and Project Management:

- 1) Develop initial Project Work Plan and provide updates every month;
- 2) Meet with technical and program staff to determine work priorities;
- 3) Assist in scoping and estimating work efforts;
- 4) Participate in team meetings. Meeting logistics to be determined by OSHPD Project Manager.
- 5) Supply Monthly Status Reports by the fifth (5th) business day of the following month in a format to be determined and approved by the OSHPD Project Manager.

b) Implementation

- 1) Technical Specifications for work planned, with format and content approved by the Project Manager;
- 2) Specifications for work accomplished, with format and content approved by the Project Manager.
- 3) Working with technical staff to coordinate modifications using configuration management practices;
- 4) Unit and integration testing;
- 5) Testing plans and coordination of User Acceptance Testing.
- 6) Training/knowledge transfer for ITSS users on modifications to databases, ETL scripts, Business Objects Universes, and maintenance processes.
- 7) Revised or new documentation for ongoing maintenance and support.
- 8) Assist technical and program staff to identify and debug performance and reporting issues and defects.

2. Contractor Tasks and Responsibilities

Contractor must perform the tasks as outlined in Attachment A, Section 1, entitled "Scope and Description", or may propose additions, changes or deletions to these tasks as long as the work objectives are achieved. All additions, changes, or deletions must be approved by the OSHPD Project Manager prior to implementation.

In addition, the Contractor is expected to:

- Complete the tasks according to an agreed upon scope of work and project plan;
- Employ qualified/certified professional staff. Any changes of project staff must receive advance approval by the OSHPD Project Manager ;

- Supervise Contractor's staff; and
- Employ quality assurance in development, completion and delivery of all contract deliverables.

3. Deliverables

The Contractor is expected to provide the following key deliverables.

#	Deliverable Name	Frequency	Description
1	Initial Project Work Plan	Due 15 days after contract award	Contractor must meet with OSHPD staff technical and program area to determine work plan activities. Work plan must include a project schedule, resources, and dependencies for activities planned.
2	Updated Project Work Plan	Due every 3 months	Updated project work plan. Includes updates to project schedule, resources, dependencies for all activities completed and planned updates. Narrative description of any changes from previous work plans.
3	Technical Implementation Reports	As necessary	Technical Specification for Work Planned. Includes requirements and design documentation. Implementation of Technical Specifications for Work Accomplished. Includes updated system documentation or amendments to existing documents.
4	Monthly status reports	Monthly	Must include accomplishments, activities planned for next month, and deliverable status.

4. Acceptance Criteria

OSHPD will be the sole judge of the acceptability of all deliverables produced by the Contractor as a result of this Request for Offer. Should Contractor's deliverables fail to meet minimum OSHPD conditions, expectations, requirements or other applicable standards, specifications or guidelines, the following resolution process will be employed:

- OSHPD will notify Contractor in writing of deliverable non-acceptance by identifying the specific inadequacies and/or failures in the deliverables produced by the Contractor.
- The notification will occur within fourteen (14) business days of receipt of deliverable. If no notification is provided by OSHPD within fourteen (14) business days, Contractor may invoice and bill for the deliverables.

5. State Responsibilities

OSHPD will:

- Assign a Project Manager to assist;

- Clarify the work to be done;
- Provide technical guidance and approval of methodologies;
- Review interim and completed deliverables in a timely manner;
- Accept the completed and approved deliverables;
- Make timely payments for the Contractor's work upon acceptance of key deliverables; and
- Provide computers and workspace for Contractor.

6. Travel

OSHPD will not reimburse Contractor's travel costs..

7. Contract Amendments

OSHPD may amend the contract for changes consistent with the selected Contractor's CMAS contract.

8. Additional Contract Terms

Services proposed on this offer **cannot exceed \$230,000** dispersed over the contract time frame. The contract is subject to CMAS terms and conditions between the Contractor and the State of California.

Payment withholding will apply. Ten percent (10%) of the invoiced amount will be withheld pending final completion, receipt, and acceptance by OSHPD.

Itemized invoices must include, the Purchase Order Number, the amount withheld, and be submitted in triplicate to:

Office of Statewide Health Planning and Development
Accounting Office
400 R Street, Suite 359
Sacramento, CA 95811

**REQUEST FOR OFFER
ATTACHMENT B-1 – COST WORKSHEET**

A. DIRECT LABOR

STAFF PERSON NAME	CLASSIFICATION	HOURS WORKED	HOURLY RATE	TOTAL
			\$	\$
SUBTOTAL				\$

B. SUBCONTRACTOR LABOR COSTS

Identify the subcontractor name, labor classification and hourly rate, etc. Note: The hourly rate cannot exceed the labor costs awarded under this CMAS.

SUBCONTRACTOR NAME	CLASSIFICATION	HOURS WORKED	HOURLY RATE	TOTAL
			\$	\$
SUBTOTAL				\$

C. OTHER DIRECT COSTS (except Labor)

COST TYPE	COST BASIS	TOTAL
		\$
SUBTOTAL		\$

D. TOTAL COST / AMOUNT (Subtotals A + B + C = D [Total Cost])	\$
--	-----------

**REQUEST FOR OFFER
ATTACHMENT C-1
Final Checklist**

The offer package must include the following:

- [] Cover Letter identifying your firm's primary contact, phone number and email address
- [] Technical Proposal: Section 5, RFO Response Content, sub-section 4.2.
- [] Cost Worksheet, Attachment B-1 Section 5, RFO Response Content, sub-section 5.3.
- [] Payee Data Record (STD 204): Section 5, RFO Response Content, sub-section 5.4.
- [] One (1) copy on digital media in MS Word 2003 format, one (1) original; and four (4) printed copies of the offer package: Section 4, RFO Response Requirements.
- [] Full copy of your CMAS package, including any base contract (e.g., GSA): Section 4, RFO Response Requirements.

ALL SEALED OFFERS MUST TO BE SENT OR DELIVERED TO:

John Kriege
Office of Statewide Health Planning and Development
Request for Offer, OSHPD Number 07-7345
818 K Street, Room 300
Sacramento, CA 95814

**ALL OFFERS MUST BE RECEIVED AT THE ABOVE ADDRESS NO LATER
THAN 3:00 P.M. ON MAY 15, 2008. RFO RESPONSES RECEIVED AFTER 3:00
P.M. ON MAY 15, 2008 WILL BE REJECTED.**